

COMPANY BECOMES FIRST IN ITS FIELD TO ACHIEVE ISO 9001
CERTIFICATION

ABOUT TRUSTON TECHNOLOGIES. Truston (www.truston.us) is a full-service marine and industrial services provider with design, build, and installation capabilities worldwide. As a Service Disabled Veteran Owned Small Business (SDVOSB), Truston supports the U.S. Department of Defense, Commercial Shipyards, Foreign Navies, and Industrial Commercial Complexes. Truston's West Virginia facility is located in Pineville, WV, with 10 employees providing turnkey solutions for marine and harsh environments through engineering and custom fabrication. Truston is also the world's largest Port Security Barrier (PSB) provider (<http://www.truston.us/port-security-barriers>).

THE CHALLENGE. Truston wanted to implement ISO 9001, an international quality management system standard, to demonstrate their commitment to quality and to be the only port security barrier provider in the world to achieve certification to ISO 9001:2015. A representative from the Governor's Workforce Program suggested Truston contact the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP affiliate, for assistance with the implementation and training of the ISO 9001 Quality Management System.

MEP CENTER'S ROLE. WVMEP first performed an ISO 9001 review of the company's quality management system, noting additional requirements needed to pass the ISO 9001:2015 certification audit. Truston had an ambitious goal to become ISO certified quickly, and WVMEP helped the company complete these requirements with minimal interruption to its everyday work schedule. WVMEP provided 9001:2015 quality management system training with the management team, reviewed existing standard operating procedures, developed additional required documentation, and served as lead auditor in support of the quality management system.

After implementation and an internal audit, WVMEP determined that Truston was ready for the ISO 9001:2015 certification audit. They selected and scheduled an accredited third-party registrar, and on the first attempt, just seven months after starting the project, Truston achieved ISO 9001:2015 certification with no nonconformances. The achievement increased Truston's already strong reputation with its existing customers, and the company won a new refurbishment and repair contract to support the Huntington District Army Corps of Engineers. Truston has already added two employees since first engaging with WVMEP, and the company is planning an expansion in Wyoming County, WV.

"ISO certification can be a very arduous process; however, with MEP providing the expertise, organization, and guidance, the process was relatively painless."

-Eric Jacobs, President

RESULTS



Achieved ISO **9001** certification in 7 months



Added **2** jobs



Won **1** new contract



Planning an expansion

CONTACT US



317 Mineral Resources
Building
PO Box 6070
Morgantown, WV 26506



(304)290-8425



www.wvmep.com

